



## Terms and Conditions

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Thank you for your interest in our Admin as a Service solution. We understand that hiring a full time Salesforce Admin can easily cost over \$120K/year, and oftentimes organizations don't have 40 hours a week worth of administration needs. Conversely, Salesforce is often administered by someone in an organization that already has a day job - this is not a solution.

StarrData provides by far, the highest value offering of this kind on the market - top-tier administrators who are backed by a team of Salesforce consultants. This means you not only get a resource that can complete your request correctly the first time, but you also get a resource to help work through **if** your request is a good idea, or if there is a better solution. We're excited to share this with you.

### **Introduction to STaaS**

STARRDATA will provide your selected number of hours each month to be used for any and all administration and training needs. If your organization uses more than the allotted hours, overage hours will be billed at a 20% increase of the hourly rate secured by this agreement. If you do not use all of your hours each month, 50% of the unused hours will roll over for up to one (1) month. Unused rollover hours are not available for the free support offering.

Response time: 8 hours

Completion time: While we cannot commit across the board for all requests, our goal is 5 days or less, less in most cases.

Administration service includes Salesforce support, administration, and one-on-one training, provided over the phone and virtually, that does not require project management time.

Products supported by our service include:

- Salesforce Sales Cloud

In order to provide the optimum service levels, Starrdata will expect you, the customer, to prioritize all requests submitted.

STaaS requests should be emailed to [salesforcesupport@starrdata.com](mailto:salesforcesupport@starrdata.com) or created in the customer portal for fastest service. We understand our customers build personal relationships with their assigned admin and may submit requests directly to him/her via phone or email - this is fine, however, we cannot guarantee a timely response should this occur.

Requests that require project management will be considered separate projects and will fall outside the scope of this agreement. StarrData can work on projects after a Statement of Work (SOW) is completed. All Projects will need to be approved in writing. STaaS customers will receive a 10% discount on all project work with an active contract in place.

### **Pricing**

Select	Hours Per Month (Annual Commit)	% Discount	Hourly Rate	Cost Per Month	Overage Rate
	1	Free	Free	Free*	\$225/hr
	4	15%	\$187/hr	\$748	\$220/hr
	8	18%	\$180/hr	\$1,440	\$216/hr
	16	20%	\$176/hr	\$2,816	\$211/hr
	32	25%	\$165/hr	\$5,280	\$198/hr
	64	35%	\$143/hr	\$9,152	\$171/hr

As your needs change, you are welcome to adjust the number of hours per month in your plan. To make a change, contact your StarrData account executive. Requested changes made in the first two weeks of your monthly cycle will take effect in the following cycle. Four hours per month is the minimum commitment to receive volume pricing. If less time is desired, you will be billed hourly for time used at a rate of \$220 per hour.

Contracts are activated within two business days of StarrData receiving payment.

\*Free Admin Contracts are limited to a 12-month term.

**Payment is due before the service is provided.**

**Terms**

Star Data as a Service (STaaS) Admin Contracts are billed quarterly. Payments will be automatically processed prior to each term of service.

StarrData will contact you to arrange an auto-payment via credit card or via ACH payment. Most of our clients prefer ACH payment to avoid 3% credit card processing fees.

This agreement can be canceled at any time for any reason with 60 days written notice. Or the number of hours of help provided can be changed with 30 days' written notice.

This proposal is dependent on signing or having signed the StarrData Master Agreement.

Payments are not refundable.